



# Starting a Peer-Run Warmline in Your Area: The Oregon Story

Angel Moore, David Romprey Warmline

Howard Trachtman

[www.warmline.org](http://www.warmline.org) and the Peer Warm Line

Oryx Cohen, National Empowerment Center

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## What is a Peer-Run Warmline?

- A phone number you can call to talk to someone who has “been through it”
- Staffed entirely by people with lived experience
- Can be local, regional or national
- Redefines “crisis”



## Possible Warmline Models

- “Virtual Drop-In Center”
- Stand Alone versus Co-Habitation
- Volunteer versus Paid Warmline Operators
- Central Location versus Call Forwarding



## Virtual Drop-In Center

- Allows larger groups of people to communicate
- Employs a wide array of technology: chat rooms, blogs, Skype
- Links consumers together regardless of location
- Widens circle of people a warmline can reach



## Stand Alone v. Cohabitation

- ❑ Stand Alone: independent organization not affiliated with any other

Advantages: independence of mission and allocation of resources

- ❑ Cohabitation: warmline affiliated with parent or sponsoring organization

Advantages: ease of establishing organization and acquiring resources; staffing issues handled by parent organization



## Volunteer v. Paid Warmline Operators

- Can use a combination of both
- Paid operators works for organizations with larger budgets
- Volunteers tend to believe deeply in the mission of the warmline
- Parent organization can take care of hiring process





## Central Location v. Call Forwarding

- Warmline resources dictate feasibility of central location
- Offsite call room or unpublished address ensures safety and confidentiality of operators and callers
- Cell phones issued to operators ensure they can work offsite



## Important Considerations

- Collaborating with Other Groups and Organizations
- Educating yourself on resources available
- Hours
- Technology
- Training: Warmline Operators *can* handle almost every “crisis” situation





## Warmline Resources

- Warmline Guide is now available!
- [www.mhselfhelp.org](http://www.mhselfhelp.org)
- [www.power2u.org/peer-run-warmlines.html](http://www.power2u.org/peer-run-warmlines.html)



# Contact Us

Oryx Cohen

1-800-POWER2U

[oryx@power2u.org](mailto:oryx@power2u.org)